

Course Communication Guidelines

The guidelines below are meant to open communication lines between the Campus Teacher (CT) and Online Teacher (OT) as well as the Program Manager (PM) to ensure the success of the students and the Rosedale program. Please note action items at each stage of the course, which will be updated from time to time based on the changing requirements of the business. If further clarification is required, please inquire with your Program Manager.

	Campus Teacher (CT)	Online Teacher (OT)	Program Manager (PM)
Course is assigned	<ul style="list-style-type: none"> Review your whole course to familiarize yourself with the content and assessments Review the lesson plans and prepare your tweaked version for the first weeks' lessons Check with Campus Admin for any last-minute schedule changes one week before start time 	<ul style="list-style-type: none"> Review your whole course to familiarize yourself with the content, assessments, and course schedule 	<ul style="list-style-type: none"> Review school year course schedule Provide Moodle training for new CTs and OTs
Course Start Up (3-5 days prior to course start date) NOTE: the PM should be copied on all communication between the CT and OTs, in case administration, campus or Rosedale, needs updates.	<ul style="list-style-type: none"> Create a course schedule using the course timeline template provided by Rosedale and send to your PM for approval Meet with your TA/Class supervisor to discuss how you will work as a team and outline roles and responsibilities 	<ul style="list-style-type: none"> Send Introductory email to the CT with the following: <ul style="list-style-type: none"> Share contact information (email & WeChat) Include Course Timeline Template and Learning Skills Checklist Explain any policies or expectations that are specific to the course (ie submission requirements, format of submission, etc.) Include link to Introduction Video (2-3 min video for students telling them who you are, your experience, expectation of students, submission requirements or guidelines, etc.) Send an introduction message in Moodle to the students with your contact information 	<ul style="list-style-type: none"> Review course schedule provided by campus teacher Arrange for a zoom meeting between the campus and online teachers Create a folder for each campus on OneDrive for unit tests for Math, Science, English, & Business Create WeChat Group for each course among PMs, CTs, and OTs

		<ul style="list-style-type: none"> For English & ESL courses, send the passwords for unit tests to the campus teacher 	
Zoom Video Introduction Meeting (3-5 days prior to the beginning of the course)	<ul style="list-style-type: none"> Participate in the Zoom Video Meeting Prepare Course Timeline for discussion if possible Share any relevant student specific information if possible 	<ul style="list-style-type: none"> Participate in the Zoom Video Meeting Review the Course Timeline 	<ul style="list-style-type: none"> PM schedules a zoom video meeting with OT and CT to discuss the following: <ul style="list-style-type: none"> Go over the timeline, identify any potential issues Familiarize CT with particular features of the course Discuss Learning Skills Checklist Go over the grading policies and turnaround times Determine best channel and ideal frequency of communication Go through Moodle to identify any particular course features or requirements.
Course Timeline (within first 7 days of course)	<ul style="list-style-type: none"> CT completes the timeline considering holidays and other school events, a course should be minimum 8 weeks. 	<ul style="list-style-type: none"> OT reviews timeline to ensure there is sufficient turnaround time between submissions to complete marking according to the SLA (see Appendix 1) 	<ul style="list-style-type: none"> PM approves final timeline.
First Class (first day of class)	<ul style="list-style-type: none"> Review school and classroom policies with students in the first few days of class Remind students of specific policies: late, resubmission, academic integrity specifically Play the OT intro video and share contact information Review the essential skill checklist with students and its purpose 		

<p>Ongoing Responsibilities (throughout the course)</p>	<ul style="list-style-type: none"> • Maintain ongoing communication with your TA/Class supervisor and campus administrator • Be proactive in reaching out to campus staff for support • Complete the weekly status report for your class and submit to the campus administrator if applicable • During the Course – Regular communication between OT and CT to ensure consistent application of policies and create a positive professional relationship resulting in less confusion for the students. • Review lesson plans for each day in advance and check links and videos to ensure they are working prior to class • Ensure students meet the assignment deadlines and where necessary apply the Late and Missed assignment policy • Submit a test request email to the online course teacher three days before the test date • Review assignments, tests and exams with students upon receipt of grades to help them understand how to improve • Monitor student grades and progress in Moodle • Upload Unit tests Feedbacks to OneDrive created by PMs • CT prepares to teach lessons by reviewing the content and evaluations on Moodle, refer any course specific questions to the PM. Ensure all videos, links, etc. are working prior to class. • CT refers questions about assessments and evaluations to OT for clarity or guidance on 	<ul style="list-style-type: none"> • Respond to all student and campus teacher inquiries in a timely manner (max. 36 hours) • When requested (for Math, Science, Business courses), send unit tests, exams etc. to the campus teacher • Provide assignment grades and feedback no later than 3 business days after the deadline • Provide unit test grades and feedback no later than 5 business days after the test submission • Ensure that time commitments identified in the Service Level Agreement (SLA) are met for all graded work • Interact with students beyond the grading 	<ul style="list-style-type: none"> • Respond to campus teacher and online course teacher academic requests and concerns within 36 hours • Issue new teacher survey to students 3 weeks into the course. • Review results of new teacher survey with Rosedale team, campus teacher and campus administrator
--	---	--	---

	additional resources. OT & CT respond to queries of PM, CT, OT, and students within 36 hours. If no response is received within 36 hours, queries are referred to the PM.		
Relevant Policy Responsibilities (Ongoing)	<ul style="list-style-type: none"> • Academic Integrity: CT ensure all students complete the academic integrity course. CT & OT monitor students' work to ensure academic integrity policies are followed. CT & OT discuss any concerns regarding student work with the PM. • Deadlines: OT ensure students meet the assignment deadlines and where necessary apply the Late and Missed assignment policy • Test requests: Submit a test request email to the OT three days before the test date. Monitor student grades and progress in Moodle. • Grading and feedback: OTs do all grading and provide specific feedback in Moodle. • Go over Assessments in Class: CT to review assignments, tests and exams with students upon receipt of grades to help them understand how to improve. 		
Mid-term Point (Depending on the course, usually half way through the course)	<ul style="list-style-type: none"> • Have students complete the Learning Skills Checklist; Meet with students individually to provide your assessment of their essential skills, complete the form for each student; send to the OT when completed. • Assignment Completion – CT follows up with students if too many assignments were missed. • Campus teacher schedules 20-30 minutes in class for students to complete the midterm student survey. Mid-term report cards will not be released until all students have completed the student survey. 	<ul style="list-style-type: none"> • Enter student term marks and comments in Maplewood including Learning Skills Evaluations (received from CT) • Notify Rosedale Academic operations when the mid-term grades are ready. 	<ul style="list-style-type: none"> • Review student progress • Review results from student course survey and share with the campus administrator and teacher
Final Exam (when all units are completed)	<ul style="list-style-type: none"> • CTs have a class for Final Exam review and help students prepare for it. • Request the exam (for Math, Science, and Business courses) from your online course teacher one week prior to the date it is to be written • Maintain confidentiality of the exam • During the exam remain vigilant and circulate throughout the room 	<ul style="list-style-type: none"> • Upon receiving a request (for Math, Science, or Business courses), send the exam to the CT • Provide exam grades and feedback no later than 5 business days after the exam submission 	<ul style="list-style-type: none"> • PM reviews issues with final exam.

	<ul style="list-style-type: none"> • Scan and send the completed forms to the OT and Campus Admin. 		
End of Course (when course is complete)	<ul style="list-style-type: none"> • In the last two weeks of the course monitor the gradebook more frequently and set deadlines and goals for students with outstanding assignments. • Have students complete the Learning Skills Checklist; meet individually with students to provide your assessment of their essential skills. • Send the completed forms to the online course teacher and the campus administrator 	<ul style="list-style-type: none"> • Enter student term marks and comments in Maplewood including Learning Skills Evaluations (received from CT) • Notify Rosedale Academic operations when the mid-term grades are ready 	<ul style="list-style-type: none"> • Work with Rosedale Academic Operations to ensure report cards are processed and sent to campuses • Review student progress, ensure student passes before moving on to next course.
End of Course Feedback (upon completion of course)	<ul style="list-style-type: none"> • CT provides feedback for improvement to the PM in the following areas: <ul style="list-style-type: none"> ○ Content and learning activities – are any modifications required? ○ Evaluations – too many, too few, too easy, too difficult, not clear enough? ○ Campus Plus resources – how beneficial were they? What additional support can be provided to set you up for success? 	<ul style="list-style-type: none"> • Online Teacher provides feedback on assessments and evaluations <ul style="list-style-type: none"> ○ What gaps are there in content and learning activities? ○ Were the evaluations meeting the Overall Expectations from the Ministry? Was the level of difficulty appropriate? Were there too many or too few evaluations? ○ Recommend any other changes or improvements to the overall course. 	<ul style="list-style-type: none"> • PM reviews feedback from CT and OT and makes changes to course as necessary.

Throughout the course, it is expected the Online Teacher and Campus Teacher stay in touch regularly to communicate what is happening in the classroom in China (CT) and what are the expectations of students in an Ontario classroom (OT). If there are any issues, try to resolve it together, if not, escalate it to the Program Manager.

Appendix 1: Summary of relevant **Service Level Agreement (SLA)** policies.

The Service Level Agreement (SLA) is an agreement between Rosedale Academy and Campus Partners to understand what is expected from Campuses and what can be expected from Rosedale Academy. Below is a summary of the policies relevant to the Campus Teachers and Online Teachers.

Item	Who is accountable?	Responsibility & Timeline
Queries	OT, CT	<ul style="list-style-type: none"> Queries from students, teachers, or PM responded to within 36 hours If queries are not responded to within 36 hours, refer the query to PM
Course Timeline	CT, OT	<ul style="list-style-type: none"> Sent to CT by OT in intro email; completed within 7 days of course starting by CT and sent to OT for review; approved by PM
Assessments	OT	<ul style="list-style-type: none"> Graded within 3 business days, longer than 3 days if multiple assignments have been submitted at the same time. All formative and summative assessments uploaded by students to Moodle, Online Teacher will grade and provide feedback. Specific feedback provided for each student's summative evaluations. Feedback Guidelines: start with something specific the student has done well in their assignment; area(s) they need to work on and how they can improve; and try to end on a positive, encouraging note. Where it is possible, copy and paste the rubric into the feedback and highlight the level the student achieved and identify the marks for each KICA section. Feedback for formative assessment can take multiple forms including written feedback on Moodle; annotations, comments, questions, etc. CTs are encouraged to use formatives as it best supports teaching and learning in their classrooms.
Assignment Submission	CT	<ul style="list-style-type: none"> CT sets the deadline on the day at 11:59pm (local time) and ensures the students have submitted their assignments. If a student has not submitted their assignment by the deadline, set by CT at 11:59pm (local time), the OT will assign a zero.
Late or Missing Assignments	OT, CT	<ul style="list-style-type: none"> If a student is not able to meet the deadline, they need to inform the CT prior to the deadline, CT determines legitimacy of case, CT can approve student to submit assigning within 48 hours of the set deadline. CT informs the OT of the extension, after which OT assigns zero. Any further extensions are to be approved by the PM.
Resubmissions	OT & CT	<ul style="list-style-type: none"> No resubmissions are allowed in Business, Math, or Science courses. For ESL & ENGLISH courses only: A student can resubmit a maximum of 3 assignments in a course, if all the formative assessments for that lesson are complete.

		<ul style="list-style-type: none"> Resubmissions to be submitted within 3 days of receiving grade. CT to advise students their mark can go up, down, or remain the same as the OT will remark the assignment based on the assessment criteria.
Academic Integrity Issue	CT, OT, PM	<ul style="list-style-type: none"> Both CT and OT will notify the Program Manager ASAP if there is a question of or issue with academic integrity in any form to determine a plan of action forward based on the seriousness of the violation of academic honesty.
Unit Test grading	OT, CT	<ul style="list-style-type: none"> CT to request password for tests, 3 day before the test is scheduled Graded within 5 business days by OT Specific feedback provided for each student's summative evaluations.
Projects / ISUs	OT	<ul style="list-style-type: none"> Graded within 5 business days, longer if multiple assignments submitted at the same time Specific feedback provided for each student's summative evaluations
Final Exam scheduling	CT	<ul style="list-style-type: none"> Request final exam from OT 5 days prior to the exam date
Final Exam grading	OT	<ul style="list-style-type: none"> Graded within 5 business days, grades provided in Moodle
Learning Skills Checklist	CT	<ul style="list-style-type: none"> Submitted at the mid-term point and with the final exams for each student It is a fillable MS word form, to be completed by students, parents, then CTs.
Mid-term & Final Report Cards	OT	<ul style="list-style-type: none"> Completed within 5 business days after the mid-term point and after the final exam mark is submitted. Specific comments for each student is provided, starting with something the student did well on or a strength; following by concrete way(s) in which the student can improve; lastly with a positive comment. Email the PM when the report cards are completed.
Course Issues	OT, CT, PM	<ul style="list-style-type: none"> CT send queries to OT requiring clarification on assignments, inquiries about marks or grading, student concerns, etc. Any communication should be responded to within 36 hours, if no response is received, forward the inquiry to the PM. Any errors or issues with the course or on Moodle should be forwarded to the Program Manager.

**If there are any other questions or concerns, please inquire with the Program Manager.*